

CHP Nonuniformed Personnel

PIERRE PEETS, an Automotive Technician I in the Red Bluff Area office, has been keeping the CHP vehicles on the road for 30 years. His job has changed during that time, from overseeing work done by auto dealerships to performing the work himself on the 24 cars in the fleet. (He is responsible for eight vehicles from the Cottonwood



Inspection Facility.) He does tune-ups, repairs brakes, changes and balances tires and replaces shocks, U-joints and water pumps. He also stocks parts, manages the gasoline inventory and pays automotive bills. Pierre has an Associate of Arts degree in automotive mechanics and served as a lead mechanic and then parts manager at a Dodge dealership before joining the CHP.

DIANNE WILSON, a Communications Operator II at the Golden Gate Communications Center, guided rescuers to a woman in a wrecked car after answering a wireless 911 call. It's just part of Dianne's job, answering calls from officers and wireless 911 calls from the public. In this particular case, Dianne was the bridge between the road officers and the injured woman, who was suffering from eye and facial



injuries and unable to give her location. Dianne told the woman to blow her horn to guide officers to her crashed car, concealed by a grove of trees. Dianne also alerts allied agencies and makes courtesy calls to towing firms for motorists whose vehicles are disabled.

Mail Room Staff is the hub of the CHP, says supervisor **RAMONA SALAS**. All the significant employee paperwork, such as paychecks, performance appraisals, job opportunity flyers, test announcements and test results letters flows through the mail room. The mail staff also handles the financial side of the Department's mail, including invoices and checks. New radios and extenders move through the mail room from Sacramento to the Areas and older ones come back for repairs. Staff includes: (front row) **Mary Mackirdy**, (second row) **David Berger**, **Monica Toliver**, **Robert Jacobs**, **Salas** and **Gualberto Biag** and (rear) **Ron Reyna**.



SANDY HANNON likes the variety in her job as a part-time Office Assistant II in the Morongo Basin Area office. She processes and tracks subpoenas when officers are needed in court. She enters the fix-it tickets and citations in the computer system. On felony cases, Sandy gets the cases organized, documented and sent to the district attorney. As



backup timekeeper, she sometimes is responsible for getting hours and overtime to payroll. She sandwiches between her other duties waiting on the counter and answering calls. The entire office knows Sandy's desk contains a designated drawer where employees with a sweet tooth can always find candy. Handling a wide range of jobs gives her more experience than she might get in a larger office, Sandy says.

HENRIETTA KOELMANS says her job as an Office Manager in the Modesto Area office is exciting and challenging because she has her finger on the pulse of the operation. Henrietta supervises six clerical employees and reviews all of the office's paperwork for grammar and format to assure it is correct. Invoices, equipment purchases and replacements and personnel documents also go through her for processing. She stresses courtesy and service to the public, since her clerical staff is often the first contact the public has with the CHP. Modesto Area is a very computer-savvy office, and she constantly is learning new skills to keep up with the changes.



DONNA GOODWIN keeps track of every piece of CHP R-numbered radio equipment in the state - more than 45,000 items. As a Property Controller II in the Telecommunications Section in Sacramento, Donna oversees ordering, inventorying, repairing and replacing all of the radio equipment used by officers in the field. Every enforcement vehicle contains four or five pieces of radio equipment, including control heads, patrol and motorcycle radios, repeaters, scanners, citizens band radios and



extenders. A 15-year CHP employee, Donna logs 20 to 30 equipment shipping requests a day and as many as 3,000 computer transactions a month for changes in pieces of radio equipment as they are entered into or taken out of service, moved between offices and sent for repairs.

LORA COMBS wears two hats at the Fresno Area Dispatch Center. She's a Communications Operator II and the Computer Aided Dispatch (CAD) Coordinator. As CAD coordinator, Lora updates all the information in the CAD data base. For example, she enters into the computer the latest changes to Thomas Brothers maps. The maps are used by the CAD to identify the location of an incident by its geographical coordinates. Dispatchers use the information to send the closest officer to an incident location. Lora meets regularly with ambulance and tow companies, fire departments and allied agencies to ensure the CHP has the agencies' latest information in case of an emergency. Lora inspects the CAD terminals and the Management Information System (MIS) computer (pictured) regularly to ensure they are operating properly. A 19-year CHP employee, Lora began as a dispatcher and still takes her turn as a dispatcher when she's needed.



CHP Nonuniformed (continued)

BECKY ROBERTS takes pride in making the Amador Area office shine. A Janitor I, Becky joined the CHP six years ago when the Amador Area opened its new quarters. She mops, waxes and buffs floors, cleans offices and showers and maintains the building entry and public areas. Becky also washes windows indoors and out. The pride she takes in the cleanliness of the building rubs off. Officers have become more careful-- they don't track mud inside. She formerly worked for eight years as a cook for students and staff at the Department of Forestry Academy in Ione. Becky treats the staff at Amador right by having a fresh pot of morning coffee waiting for them. "I'm used to being busy. I can't sit for very long," she says. She has received several commendations, but is modest about them. "I'm just doing my job," she says.



LEATRICE JENKINS says her job at the Administrative Services Division in West Sacramento moves at warp speed. Everyone wants their service contract drafted, coordinated and finalized - yesterday. As an Associate Governmental Program Analyst in the Contracts Unit, Leatrice deals with complex service contracts, interagency agreements and reimbursable services agreements. Contracts ranging from meeting rooms to paramedic training and video production to dignitary protection come across her desk. Leatrice writes specifications and develops and negotiates the contracts. Each contract must comply with fast-changing laws. If a contract provides CHP services such as dignitary protection, Leatrice

ensures the terms of the contract comply with collective bargaining agreements. "I look at it as taking care of family," Leatrice said. "We in the CHP are one big family. I want to be sure our people get a contract that's in their best interest." She is a former member of the armed forces who also worked for the National Security Agency as an encryption analyst interpreting mandarin Chinese.



DAN CANTIERI'S position as a Motor Carrier Specialist I has evolved in the 14 years he has been with the CHP. The focus has shifted from concentrating on vehicle inspections, to drivers' hours-of-service, and drug and alcohol testing requirements. Dan is a member of Central Division's Motor Carrier Safety Unit in Fresno. "We audit the effectiveness of company's preventive maintenance program, and their compliance with hours-of-service, hazardous materials, and drug and



alcohol testing requirements," Dan says. "I try to obtain voluntary compliance with the laws and regulations." In addition to big rigs, he inspects farm labor vehicles, tour buses, and school buses. Dan comes from a CHP family. His father recently retired after 31 years as a CHP officer.

LYNN BIAGI probably knows every rock and tree on the CHP Academy grounds in West Sacramento. Lynn has worked as a Groundskeeper at the Academy for 20 years, where he has mowed and edged the acres of

lawns, pruned the trees and planted beds of seasonal flowers. He has worked on redesigning the gardens to improve drainage and add interest and color. As a teenager, he learned landscaping from an uncle and eventually owned his own business. He credits the teamwork of the entire Academy groundskeeping crew in making the area a showcase, with each person contributing his unique talents. An example was a successful collaboration on the recent construction of a new landscaped area

outside the communications training building, which includes an arbor and donated bench, planting mounds, trees and 12 by 12 brick patio.



MARK RICONOSCIUTO works as a Communications Operator II in the El Centro Dispatch Center. He takes telephone and radio calls and sends officers to traffic incidents. El Centro Dispatch is a non-CAD center, which means it does not have computer-aided dispatch. Mark and the other dispatchers write all incidents, such as calls, locations, crashes, assists and pursuits on cards for reference rather than entering them into a common computerized system. The center employs eight operators



and a supervisor. "There's a family atmosphere," Riconosciuto said. "We all know each other. Since the dispatch center is right in the Area office, we know all the officers' faces as well as voices."